



BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS

- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI. Administer pension benefit services in a customer oriented and cost effective manner.

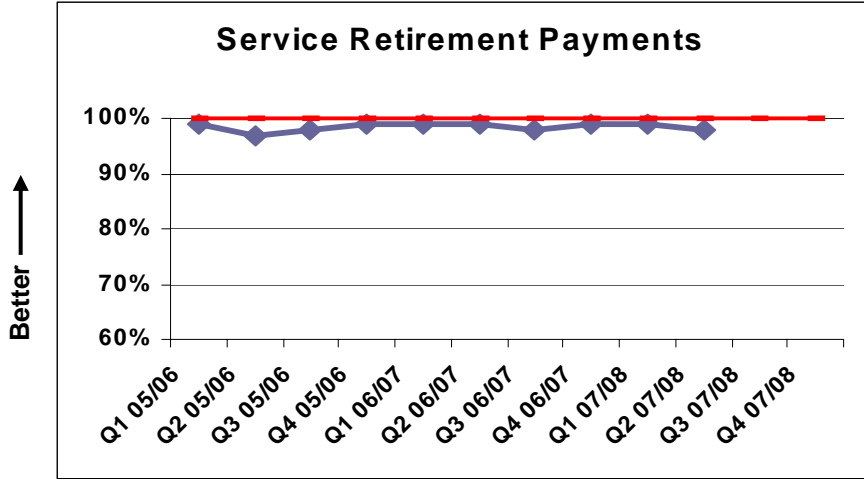
MEASURE:

Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.

Service Retirement Payments

Target: 100 %

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|-----|-----|-----|-----|
| 2007-08 | 99% | 98% | | |
| 2006-07 | 99% | 99% | 98% | 99% |
| 2005-06 | 99% | 97% | 98% | 99% |



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Service retirement payments represent the highest priority workload for this Section and every effort is made to ensure members receive their first payment with no gap from their last employment paycheck.

| Initiatives | Milestones |
|---|--|
| Continually upgrade automation capability | <ul style="list-style-type: none">Provide on-line access for members to apply for service retirement via the Internet.Partner with ITSB to deliver benefits more efficiently. |



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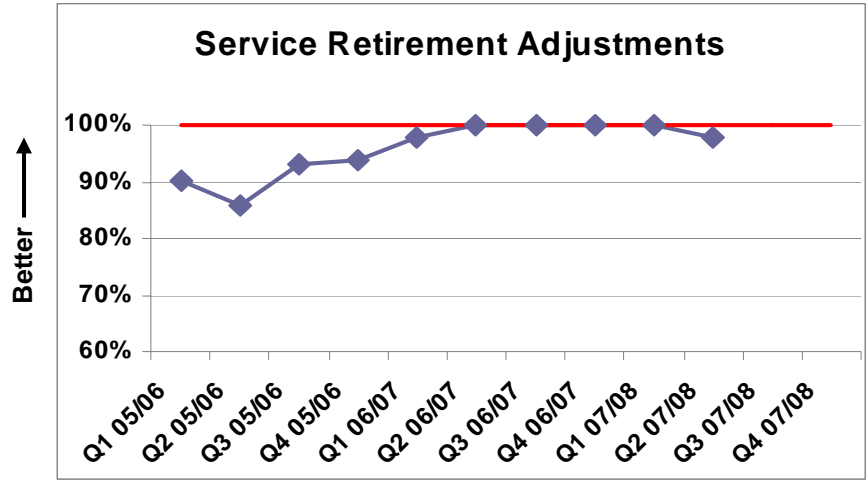
MEASURE:

Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.

Service Retirement Adjustments

Target: 100%

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|------|------|------|------|
| 2007-08 | 100% | 98% | | |
| 2006-07 | 98% | 100% | 100% | 100% |
| 2005-06 | 90% | 86% | 93% | 94% |



INITIATIVES: Administer retirement benefits efficiently and effectively.

| Initiatives | Milestones |
|--|---|
| Continually upgrade automation capability. | <ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently. |

COMMENTS:

- Service retirement adjustments are dependent upon final payroll reporting from employers and performance varies accordingly. After first quarter of last fiscal year, no backlog existed and staff have been able to maintain incoming cases on a current basis.



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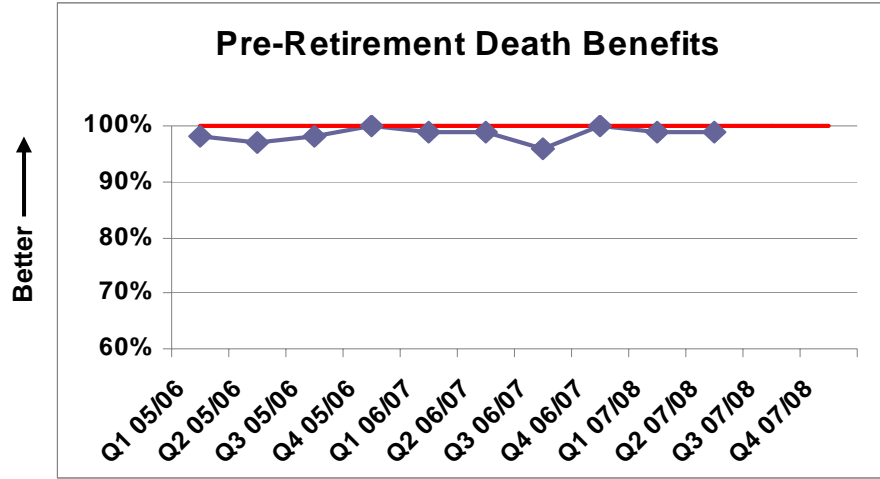
MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Pre-retirement)

Pre-Retirement Death Benefit Payments

Target: 100%

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|-----|-----|-----|------|
| 2007-08 | 99% | 99% | | |
| 2006-07 | 99% | 99% | 96% | 100% |
| 2005-06 | 98% | 97% | 98% | 100% |



INITIATIVES: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Pre-retirement death benefits performance approached the baseline in the second quarter.

| Initiatives | Milestones |
|--|---|
| Continually upgrade automation capability. | <ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently. |



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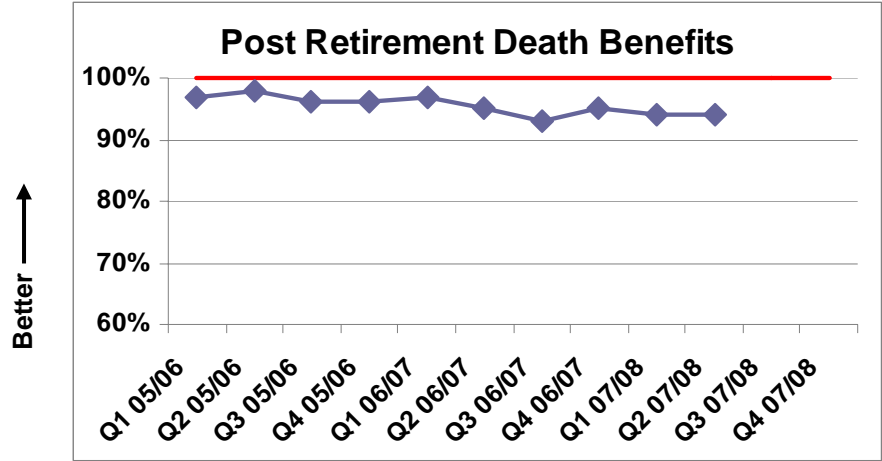
MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Post-retirement)

Post-Retirement Death Benefits

Target: 100%

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|-----|-----|-----|-----|
| 2007-08 | 94% | 94% | | |
| 2006-07 | 97% | 95% | 93% | 95% |
| 2005-06 | 97% | 98% | 96% | 96% |



INITIATIVES: Administer retirement benefits efficiently and effectively.

| Initiatives | Milestones |
|--|---|
| Continually upgrade automation capability. | <ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently. |

COMMENTS:

- Several new staff were recently hired and are in training.

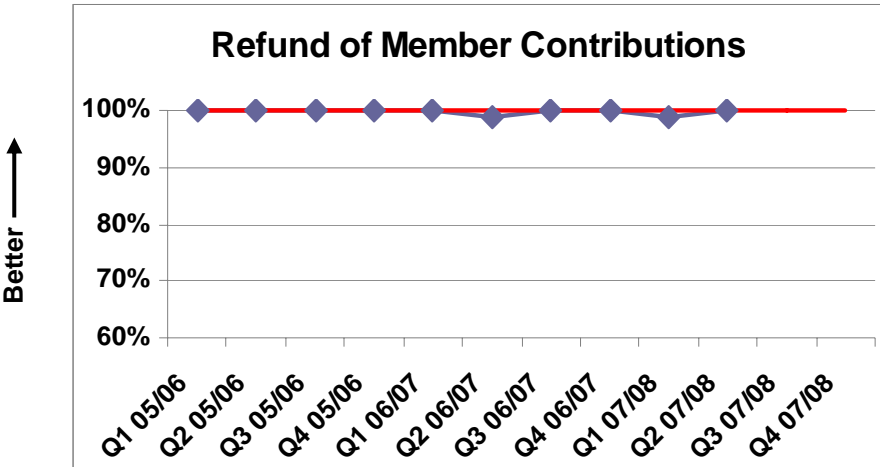


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INITIATIVES: Administer retirement benefits efficiently and effectively.

| Initiatives | Milestones |
|--|---|
| Continually upgrade automation capability. | <ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently. |

MEASURE:

Percentage of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.

Refund Payments

Target: 100%

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|------|------|------|------|
| 2007-08 | 99% | 100% | | |
| 2006-07 | 100% | 99% | 100% | 100% |
| 2005-06 | 100% | 100% | 100% | 100% |

COMMENTS:

- Performance in refunds consistently reaches goal.

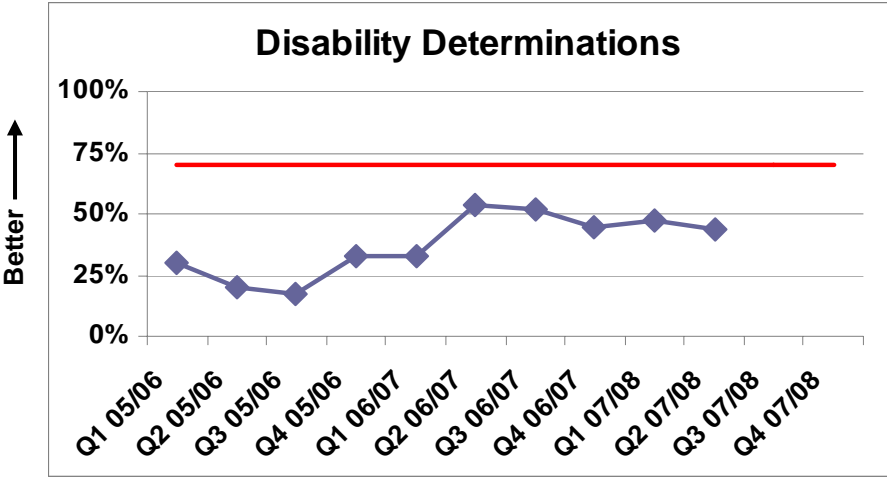


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MEASURE:

Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of application.

Disability Determinations

Target: 70%

| Year | Q1 | Q2 | Q3 | Q4 |
|---------|-----|-----|-----|-----|
| 2007-08 | 47% | 44% | | |
| 2006-07 | 33% | 54% | 52% | 45% |
| 2005-06 | 30% | 20% | 17% | 33% |

COMMENTS:

- During this quarter, research analysis of the application package (i.e., application, job duties, medical information): 50% of the documentation is not complete or sufficient.
- Education outreach in progress – Employers surveyed and staff input to improve employer workshop materials and presentation. Staff partnered with Regional Offices – education to members.
- Communication to members/employers on requirements through publications, employer procedure manuals, and newsletters.

INITIATIVES: Administer retirement benefits efficiently and effectively.

| Initiatives | Milestones |
|---|--|
| Expand and improve education outreach to members and employers. | <ul style="list-style-type: none">Partner with MBSB, AESB and PAO on education and communication to deliver benefits more efficiently.By 3/1/08, identify areas for improvement to products.By 7/1/08, assess improved education to employers. |



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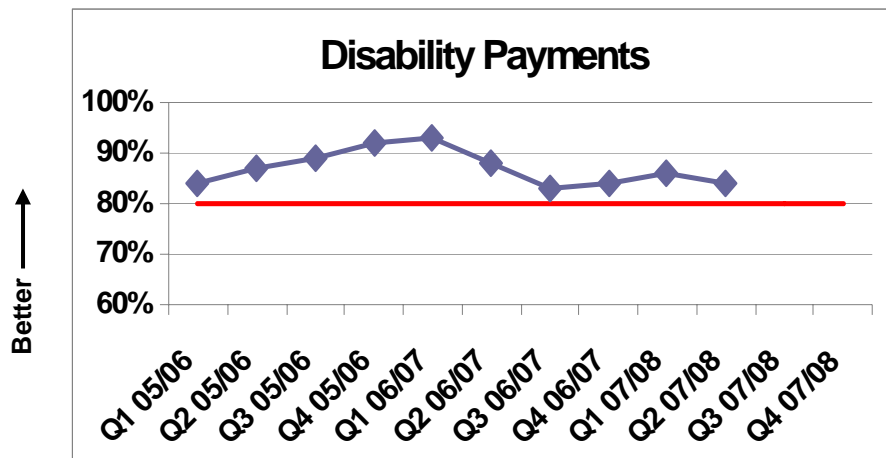
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first disability payments made within 30 days of effective date or approval.

Disability Payments

Target: 80%



| Year | Q1 | Q2 | Q3 | Q4 |
|---------|-----|-----|-----|-----|
| 2007-08 | 86% | 84% | | |
| 2006-07 | 93% | 88% | 83% | 84% |
| 2005-06 | 84% | 87% | 89% | 92% |

INITIATIVES: Administer retirement benefits efficiently and effectively.

| Initiatives | Milestones |
|--|---|
| Continually upgrade automation capability. | <ul style="list-style-type: none">Partner with ITSB to deliver benefits more efficiently. |

COMMENTS:

- Performance consistently exceeds the goal for disability retirement payments. We are in a position to elevate the goal to 85% of first disability payments made within 30 days of effective date or approval.